

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 10
Fiscal Year: 2018/2019
Posted Date: 08/15/2018
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached.)

Item #	Job Code	Title
1	7204	Chief Water Service Inspector

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

cc: All Employee Organizations

All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Operations
Micki Callahan, DHR
Michael Brown, CSC
Sandra Eng, CSC
Christopher Colandene, SFERS
Theresa Kao, Controller/ Budget Division
E-File

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Title: CHIEF WATER SERVICE INSPECTOR
Job Code: 7204

DEFINITION

~~Under general direction, directs and supervises the activities of subordinate personnel engaged in conducting inspections of all types of consumer water utility services, meters, connections and fixtures, including the field testing and repair of meters and determining illegal uses of water; supervises and investigates complaints of inadequate water supply, objectionable water quality, pressure, noise, damage to meters and other faults; and performs related duties as required.~~

~~Requires major responsibility for: Developing, coordinating and executing existing policies, methods and procedures in connection with the entire water meter reading program of the department; making occasional contacts with officials and representatives of large consumers in connection with explaining rules, regulations and procedures and to effect correction of faulty conditions; the compilation, review and approval of important operational, investigational and testing records and reports resulting from field investigations.~~

DISTINGUISHING FEATURES

Class 7204 Chief Water Service Inspector is distinguished from Class 7317 Senior Water Service Inspector in that the former is a second-level supervisor.

SUPERVISION EXERCISED

Supervises 7317 Senior Water Service Inspectors and other subordinate staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

- ~~1. Supervises subordinate personnel in the proper execution of assignments and constantly checks field operations; oversees ~~supervises~~ in-service training of all new employees, to insure high quality of work performance.~~
- ~~2. ~~Supervises in-service training of all new employees;~~ personally participates in Conducts special inspections of unusual plumbing and water service problems referred by subordinates.~~
- ~~3. Assigns and reviews daily work program Oversees the of meter reading ers assigned to operations for various districts; supervises assigning of new accounts and rerouting of meter readers.~~
- ~~4. Directs changes of established operational procedures and makes recommendations to superiors for improvements in procedures.~~
- ~~5. Approves or reviews probationary appointments of new personnel; handles disciplinary~~

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complaints regarding individuals.

6. Confers with division managers and department heads regarding suggestions for improving operations and promoting better consumer and general public relationship.

7. ~~Personally~~ investigates important consumer complaints in order to assist in the final solution of difficult problems; ~~makes certain~~ ensures that all complaints and field orders are handled in an efficient and expeditious manner; ~~personally handles particular problems referred by management requiring special tact and diplomacy.~~

8. Assists in the development and advancement of subordinates through training and effective use of employee development program.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: The ~~w~~Water distribution system and consumer services; water meters and domestic and commercial plumbing systems and fixtures.

Ability and Skill to: Make detailed and accurate field investigations and determinations; detect faults and remedy conditions found or initiate and recommend necessary alterations and repairs; deal amiably and favorably with consumers, property owners, tenants, property managers and others, ~~frequently under strained and unfriendly conditions;~~ organize and direct a ~~number of~~ supervisory and service employees in a number of geographical districts, ~~throughout the city in performing consumer water investigations, tests and services~~

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Requires completion Possession of a high school diploma or equivalent (GED or High School Proficiency Examination).

Experience:

supplemented by at least nine Five (5) years of experience in various phases of water service utility service field operations, including meter reading, inspection, investigations, consumer service repairs and other similar activities, including of which five two (2) years must be in a of responsible supervisory capacity over subordinate staff experience; or an who perform work equivalent to Class 7316 Water Services Inspector. combination of training

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and experience.

License and Certification:

Possession of a valid Class C driver license.

Positions at the SFPUC-Water Quality Division and Water Supply and Treatment Division require possession of a Grade 3 – Water Distribution Operator Certification upon hire, AND the following certifications within twelve (12) months of hire date:

- a) Backflow Prevention Assembly Tester Certification**
- b) Cross Connection Control Specialist Certification**
- c) Grade 4 – Water Distribution Operator Certification**

Substitution:

SUPPLEMENTAL INFORMATION

Nature of work may involve considerable sustained effort with occasional heavy work requiring manual dexterity in lifting water meter cover weighing up to 90 pounds, in inclement weather conditions with frequent exposure to various environmental elements and health hazard materials. Some positions may require working nights and/or weekends.

PROMOTIVE LINES

To: No normal line of promotion

From: 7317 Water Services Inspector

ORIGINATION DATE:

AMENDED DATE: 07/1/1977 (Retitled); **08/XX/18**

REASON FOR AMENDMENT

To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.

BUSINESS UNIT(S):

COMMN